

LAC+USC Medical Center
Operational Monitoring Report
Reporting Period Sept 2012

Indicator	Definition	Data	Comments																																																																																																																
Indicator #2 - Emergency Department Metrics																																																																																																																			
2b. ED Wait Time	<p>ED Wait Time: Measured from time patient is triaged to time patient is either admitted or discharged reported as an arithmetic mean.</p> <p>Definition: Sum of all wait time values during the monthly reporting period divided by the total number of values.</p> <p>Source of Data: Affinity</p> <p>Target: No target value. Lower numbers are better.</p>	<p style="text-align: center;">Average ED Wait Time</p> <table border="1"> <caption>Approximate Average ED Wait Time Data (Hrs:min)</caption> <thead> <tr> <th>Month</th> <th>Adult</th> <th>Peds</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>July '10</td><td>11:14</td><td>3:44</td><td>9:58</td></tr> <tr><td>Aug '10</td><td>12:36</td><td>4:02</td><td>11:14</td></tr> <tr><td>Sep '10</td><td>12:23</td><td>4:40</td><td>11:10</td></tr> <tr><td>Oct '10</td><td>11:30</td><td>4:07</td><td>10:18</td></tr> <tr><td>Nov '10</td><td>10:36</td><td>3:54</td><td>9:31</td></tr> <tr><td>Dec '10</td><td>10:34</td><td>3:54</td><td>9:28</td></tr> <tr><td>Jan '11</td><td>10:19</td><td>3:56</td><td>10:19</td></tr> <tr><td>Feb '11</td><td>12:11</td><td>4:15</td><td>11:42</td></tr> <tr><td>Mar '11</td><td>10:31</td><td>4:05</td><td>10:43</td></tr> <tr><td>Apr '11</td><td>9:33</td><td>3:41</td><td>9:25</td></tr> <tr><td>May '11</td><td>9:44</td><td>3:39</td><td>8:36</td></tr> <tr><td>Jun '11</td><td>9:02</td><td>3:13</td><td>8:48</td></tr> <tr><td>Jul '11</td><td>9:15</td><td>3:27</td><td>8:29</td></tr> <tr><td>Aug '11</td><td>9:52</td><td>3:21</td><td>9:07</td></tr> <tr><td>Sep '11</td><td>10:01</td><td>3:22</td><td>9:03</td></tr> <tr><td>Oct '11</td><td>9:44</td><td>3:15</td><td>8:47</td></tr> <tr><td>Nov '11</td><td>10:26</td><td>3:29</td><td>9:21</td></tr> <tr><td>Dec '11</td><td>10:02</td><td>3:29</td><td>9:01</td></tr> <tr><td>Jan '12</td><td>9:57</td><td>3:45</td><td>8:54</td></tr> <tr><td>Feb '12</td><td>9:22</td><td>3:44</td><td>8:33</td></tr> <tr><td>Mar '12</td><td>9:14</td><td>3:50</td><td>7:34</td></tr> <tr><td>Apr '12</td><td>8:16</td><td>3:23</td><td>7:43</td></tr> <tr><td>May '12</td><td>8:26</td><td>3:20</td><td>9:42</td></tr> <tr><td>Jun '12</td><td>10:31</td><td>3:52</td><td>9:30</td></tr> <tr><td>Jul '12</td><td>9:47</td><td>3:41</td><td>8:52</td></tr> <tr><td>Aug '12</td><td>9:30</td><td></td><td></td></tr> <tr><td>Sep '12</td><td>9:47</td><td></td><td></td></tr> </tbody> </table> <p>Legend: Adult (Blue Diamond), Peds (Pink Square), Total (Green Triangle)</p> <p>Adult Wait Time : *Excludes Psych, Pediatric, Observation Unit, and Jail patients</p> <p>Total ED Wait time: *Excludes Psych, Observation Unit, and Jail</p> <p>Sept '12 data is Preliminary data</p>	Month	Adult	Peds	Total	July '10	11:14	3:44	9:58	Aug '10	12:36	4:02	11:14	Sep '10	12:23	4:40	11:10	Oct '10	11:30	4:07	10:18	Nov '10	10:36	3:54	9:31	Dec '10	10:34	3:54	9:28	Jan '11	10:19	3:56	10:19	Feb '11	12:11	4:15	11:42	Mar '11	10:31	4:05	10:43	Apr '11	9:33	3:41	9:25	May '11	9:44	3:39	8:36	Jun '11	9:02	3:13	8:48	Jul '11	9:15	3:27	8:29	Aug '11	9:52	3:21	9:07	Sep '11	10:01	3:22	9:03	Oct '11	9:44	3:15	8:47	Nov '11	10:26	3:29	9:21	Dec '11	10:02	3:29	9:01	Jan '12	9:57	3:45	8:54	Feb '12	9:22	3:44	8:33	Mar '12	9:14	3:50	7:34	Apr '12	8:16	3:23	7:43	May '12	8:26	3:20	9:42	Jun '12	10:31	3:52	9:30	Jul '12	9:47	3:41	8:52	Aug '12	9:30			Sep '12	9:47			
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Indicator #2 - Emergency Department Metrics			
2c. Left Without Being Seen (LWBS) *Harris Rodde Indicator	<p>LWBS: The total number of patients who left the ED without being seen by a physician reported as a percentage of all ED visits.</p> <p>Calculation: The total number of patients who left the ED without being seen divided by the total number of ED patient visits on a monthly basis.</p> <p>Source of Data: Affinity</p> <p>Target: No target value. Lower numbers are better.</p>	<p style="text-align: center;">Left Without Being Seen</p> <p style="text-align: center;">Sept '12 data is Preliminary data</p>	

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2d. ED Diversion	<p>ED Diversion: A percentage measure of the time the ED diverts ambulance traffic away from the ED, reported as a function of the reason for diversion on a monthly basis.</p> <p>Calculation: The total number of hours of ED diversion for a specific reason divided by the total number of available hours in a month.</p> <p>Source of Data: ReddiNet</p>	<p>Diversion of ALS Units due to ED Saturation</p> <table><thead><tr><th>Month</th><th>% on Diversion</th></tr></thead><tbody><tr><td>Jul '10</td><td>69</td></tr><tr><td>Aug '10</td><td>75</td></tr><tr><td>Sep '10</td><td>81</td></tr><tr><td>Oct '10</td><td>72</td></tr><tr><td>Nov '10</td><td>53</td></tr><tr><td>Dec '10</td><td>62</td></tr><tr><td>Jan '11</td><td>77</td></tr><tr><td>Feb '11</td><td>79</td></tr><tr><td>Mar '11</td><td>74</td></tr><tr><td>Apr '11</td><td>63</td></tr><tr><td>May '11</td><td>61</td></tr><tr><td>Jun '11</td><td>52</td></tr><tr><td>Jul '11</td><td>42</td></tr><tr><td>Aug '11</td><td>62</td></tr><tr><td>Sep '11</td><td>42</td></tr><tr><td>Oct '11</td><td>65</td></tr><tr><td>Nov '11</td><td>52</td></tr><tr><td>Dec '11</td><td>76</td></tr><tr><td>Jan '12</td><td>65</td></tr><tr><td>Feb '12</td><td>66</td></tr><tr><td>Mar '12</td><td>63</td></tr><tr><td>Apr '12</td><td>60</td></tr><tr><td>May '12</td><td>51</td></tr><tr><td>Jun '12</td><td>56</td></tr><tr><td>Jul '12</td><td>77</td></tr><tr><td>Aug '12</td><td>69</td></tr><tr><td>Sep '12</td><td>78</td></tr></tbody></table>	Month	% on Diversion	Jul '10	69	Aug '10	75	Sep '10	81	Oct '10	72	Nov '10	53	Dec '10	62	Jan '11	77	Feb '11	79	Mar '11	74	Apr '11	63	May '11	61	Jun '11	52	Jul '11	42	Aug '11	62	Sep '11	42	Oct '11	65	Nov '11	52	Dec '11	76	Jan '12	65	Feb '12	66	Mar '12	63	Apr '12	60	May '12	51	Jun '12	56	Jul '12	77	Aug '12	69	Sep '12	78	<p>This is slightly lower than the before move diversion history which generally ranged between 50-60%.</p> <p>Key points:</p> <ul style="list-style-type: none">-- Diversion is for paramedic runs only; Basic Life Support ambulances still arrive.-- When diversion is requested but all hospitals in the area are on diversion, patients go to the closest hospital. Therefore, ambulances often arrive while “on diversion”.
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Indicator	Definition	Data	Comments		
Indicator #3 – Trends for Patient Diversions and Transfers & #4 – Transfers to Rancho Los Amigos Metrics					
3. & 4. Rancho Los Amigos Hospital (RLAH) Transfers	<p>Transfers: The volume of patients transferred to RLAH for acute hospitalization from the Emergency Department and from Inpatient Units.</p> <p>Data Source: Manual record keeping.</p> <p>Cancelled category includes patients whose condition changed leading to higher level of care or discharge home.</p>	<u>Month of Sept '12</u>			
		<u>Referrals from ER:</u>			
			Med/Surg	Acute Stroke	Total
		# Met transfer criteria	47	NA	-
		# Referred to RLAH	44	29	73
		# Transfers	44	29	73
		# Denied	0	NA	-
		# Cancelled	3*	NA	-
		# Patients refused*	0	NA	-
		<u>Referrals from Inpatients:</u>			
	Med/Surg	Acute Stroke	Total		
# Met transfer criteria	34	NA	-		
# Referred to RLAH	30	4	34		
# Transfers	20	4	24		
# Denied	10	NA	-		
# Cancelled	4*	NA	-		
# Patients refused*	0	NA	-		
Other /Pending	0	NA	-		

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		<div><p>Rancho Med Surg Transfers Workload</p><table><thead><tr><th>Month</th><th>ER</th><th>inpt</th></tr></thead><tbody><tr><td>Jul '10</td><td>47</td><td>20</td></tr><tr><td>Aug '10</td><td>49</td><td>23</td></tr><tr><td>Sep '10</td><td>48</td><td>23</td></tr><tr><td>Oct '10</td><td>37</td><td>16</td></tr><tr><td>Nov '10</td><td>35</td><td>5</td></tr><tr><td>Dec '10</td><td>45</td><td>5</td></tr><tr><td>Jan '11</td><td>49</td><td>10</td></tr><tr><td>Feb '11</td><td>65</td><td>10</td></tr><tr><td>Mar '11</td><td>48</td><td>10</td></tr><tr><td>Apr '11</td><td>40</td><td>11</td></tr><tr><td>May '11</td><td>37</td><td>11</td></tr><tr><td>Jun '11</td><td>37</td><td>19</td></tr><tr><td>Jul '11</td><td>40</td><td>11</td></tr><tr><td>Aug '11</td><td>42</td><td>11</td></tr><tr><td>Spt '11</td><td>37</td><td>10</td></tr><tr><td>Oct '11</td><td>47</td><td>10</td></tr><tr><td>Nov '11</td><td>32</td><td>9</td></tr><tr><td>Dec '11</td><td>49</td><td>11</td></tr><tr><td>Jan '12</td><td>54</td><td>14</td></tr><tr><td>Feb '12</td><td>45</td><td>6</td></tr><tr><td>Mar '12</td><td>39</td><td>9</td></tr><tr><td>Apr '12</td><td>37</td><td>5</td></tr><tr><td>May '12</td><td>31</td><td>8</td></tr><tr><td>June '12</td><td>38</td><td>14</td></tr><tr><td>Jul '12</td><td>34</td><td>11</td></tr><tr><td>Aug '12</td><td>43</td><td>8</td></tr><tr><td>Sep '12</td><td>44</td><td>20</td></tr></tbody></table></div> <div><p>Patients Transferred Out</p><table><thead><tr><th>Month</th><th>Other Hospitals</th><th>Rancho</th></tr></thead><tbody><tr><td>Jul '10</td><td>84</td><td>100</td></tr><tr><td>Aug '10</td><td>99</td><td>121</td></tr><tr><td>Sep '10</td><td>90</td><td>102</td></tr><tr><td>Oct '10</td><td>86</td><td>86</td></tr><tr><td>Nov '10</td><td>85</td><td>94</td></tr><tr><td>Dec '10</td><td>69</td><td>86</td></tr><tr><td>Jan '11</td><td>81</td><td>90</td></tr><tr><td>Feb '11</td><td>139</td><td>96</td></tr><tr><td>Mar '11</td><td>109</td><td>97</td></tr><tr><td>Apr '11</td><td>128</td><td>84</td></tr><tr><td>May '11</td><td>137</td><td>78</td></tr><tr><td>Jun '11</td><td>108</td><td>87</td></tr><tr><td>Jul '11</td><td>87</td><td>83</td></tr><tr><td>Aug '11</td><td>73</td><td>87</td></tr><tr><td>Sep '11</td><td>99</td><td>78</td></tr><tr><td>Oct '11</td><td>95</td><td>75</td></tr><tr><td>Nov '11</td><td>101</td><td>78</td></tr><tr><td>Dec '11</td><td>121</td><td>102</td></tr><tr><td>Jan '12</td><td>97</td><td>82</td></tr><tr><td>Feb '12</td><td>77</td><td>77</td></tr><tr><td>Mar '12</td><td>85</td><td>85</td></tr><tr><td>Apr '12</td><td>79</td><td>71</td></tr><tr><td>May '12</td><td>84</td><td>70</td></tr><tr><td>Jun '12</td><td>76</td><td>72</td></tr><tr><td>Jul '12</td><td>84</td><td>81</td></tr><tr><td>Aug '12</td><td>85</td><td>97</td></tr><tr><td>Sep '12</td><td>93</td><td>97</td></tr></tbody></table></div> <p>Data was revised to reflect total # of patients (including stroke patients) referred to Rancho</p>	Month	ER	inpt	Jul '10	47	20	Aug '10	49	23	Sep '10	48	23	Oct '10	37	16	Nov '10	35	5	Dec '10	45	5	Jan '11	49	10	Feb '11	65	10	Mar '11	48	10	Apr '11	40	11	May '11	37	11	Jun '11	37	19	Jul '11	40	11	Aug '11	42	11	Spt '11	37	10	Oct '11	47	10	Nov '11	32	9	Dec '11	49	11	Jan '12	54	14	Feb '12	45	6	Mar '12	39	9	Apr '12	37	5	May '12	31	8	June '12	38	14	Jul '12	34	11	Aug '12	43	8	Sep '12	44	20	Month	Other Hospitals	Rancho	Jul '10	84	100	Aug '10	99	121	Sep '10	90	102	Oct '10	86	86	Nov '10	85	94	Dec '10	69	86	Jan '11	81	90	Feb '11	139	96	Mar '11	109	97	Apr '11	128	84	May '11	137	78	Jun '11	108	87	Jul '11	87	83	Aug '11	73	87	Sep '11	99	78	Oct '11	95	75	Nov '11	101	78	Dec '11	121	102	Jan '12	97	82	Feb '12	77	77	Mar '12	85	85	Apr '12	79	71	May '12	84	70	Jun '12	76	72	Jul '12	84	81	Aug '12	85	97	Sep '12	93	97	
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Indicator #5 – Harris Rodde Indicators																																							
5. Average Length of Stay (ALOS) *Harris Rodde Indicator	<p>LOS: The difference between discharge date and the admission date or 1 if the 2 dates are the same.</p> <p>Total LOS:</p> <p>Calculation: ALOS is the arithmetic mean calculated by dividing the Total LOS by the Total # of discharges in the monthly reporting period, rounded off to one decimal place.</p> <p>Source of Data: Affinity</p> <p>Target: <5.5 days</p>	<p>med</p> <p>Average length of Stay</p> <table><thead><tr><th>Period</th><th>Actual ALOS</th><th>Target ALOS</th></tr></thead><tbody><tr><td>FY 04-05 (Avg)</td><td>6.4</td><td>5.5</td></tr><tr><td>FY 05-06 (Avg)</td><td>6.2</td><td>5.5</td></tr><tr><td>FY 06-07 (Avg)</td><td>5.9</td><td>5.5</td></tr><tr><td>FY 07-08 (Avg)</td><td>5.5</td><td>5.5</td></tr><tr><td>FY 08-09 (Avg)</td><td>5.7</td><td>5.5</td></tr><tr><td>FY 09-10 (Avg)</td><td>5.8</td><td>5.5</td></tr><tr><td>FY 10-12 (Avg)</td><td>6.4</td><td>5.5</td></tr><tr><td>FY 12-12 (Avg)</td><td>6.2</td><td>5.5</td></tr><tr><td>Jul '12</td><td>6.3</td><td>5.5</td></tr><tr><td>Aug '12</td><td>6.4</td><td>5.5</td></tr><tr><td>Sept '12</td><td>6.5</td><td>5.5</td></tr></tbody></table> <p>*Healthcare Network ALOS - Preliminary data pending Auditor-Controller validation</p>	Period	Actual ALOS	Target ALOS	FY 04-05 (Avg)	6.4	5.5	FY 05-06 (Avg)	6.2	5.5	FY 06-07 (Avg)	5.9	5.5	FY 07-08 (Avg)	5.5	5.5	FY 08-09 (Avg)	5.7	5.5	FY 09-10 (Avg)	5.8	5.5	FY 10-12 (Avg)	6.4	5.5	FY 12-12 (Avg)	6.2	5.5	Jul '12	6.3	5.5	Aug '12	6.4	5.5	Sept '12	6.5	5.5	<p>Overall trend in ALOS for the 2-year period prior to the move reduced to a low range of 4.7 – 5.5 days in 2008. Imiately prior to the move, the ALOS increased as the lower acuity patients were transferred to other facilities. This trend may continue depending on number of transfers.</p> <p>*As of July 2010 with the consolidation of Ingleside and Hawkins, all psychiatric services are now included. There were 9 patients discharged in September, 2012 with LOS > 100. Without the effect of these 9, ALOS would have been 6.1 rather than 6.5</p>
Period	Actual ALOS	Target ALOS																																					
FY 04-05 (Avg)	6.4	5.5																																					
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FY 06-07 (Avg)	5.9	5.5																																					
FY 07-08 (Avg)	5.5	5.5																																					
FY 08-09 (Avg)	5.7	5.5																																					
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Indicator #6 – Pediatric Metrics							
6. Pediatric Bed Census and Occupancy (%) Pediatric ICU (PICU) Neonatal ICU (NICU) Pediatric Unit Adolescent Unit	Census: The total number admitted pediatric inpatients at 12:00 AM midnight of a designated pediatric ward. Occupancy: The total number of admitted pediatric inpatients divided by the total number of licensed beds on that unit and reported as percentage. Source of Data: Affinity	Date	NICU (40 Beds)	Peds Ward (25 Beds)	PICU (10 Beds)	Med/Surg Adolescent (20 Beds)	
		Jul -10	60%	68%	80%	85%	
		Aug -10	62%	68%	60%	85%	
		Sep -10	72.5%	60%	60%	80%	
		Nov-10	67.5%	48%	50%	70%	
		Dec -10	62%	60%	50%	65%	
		Feb -11	57%	68%	80%	80%	
		Apr-11	55%	64%	50%	75%	
		May -11	57%	56%	50%	80%	
		Jul -11	58%	44%	50%	70%	
		Aug- 11	58%	44%	40%	75%	
		Sep -11	58%	40%	50%	75%	
		Nov-11	62%	60%	70%	75%	
		Dec-11	65%	40%	60%	70%	
		Jan -12	60%	52%	60%	75%	
		Feb-12	55%	56%	60%	70%	
		Mar-12	55%	64%	50%	75%	
		Apr- 12	53%	48%	50%	65%	
		May -12	42%	40%	50%	70%	
		Jun-12	37.5%	44%	50%	60%	
		Jul -12	45%	48%	60%	80%	
		Aug -12	57%	48%	50%	75%	
		Sep -12	62.5%	56%	50%	80%	